



Number: CSB-131113-1

Released: November 13, 2013

Modified:

Subject: FortiGate System Freeze with FortiOS 5.0.5

Product: FortiGate

Description of Issue:

Certain models of FortiGates as listed below, may experience a hang or system freeze condition when a very heavy load of HTTP traffic is traversing the system. When the issue occurs, the system may be unable to recover on its own and console and web UI access may fail. This issue is limited to certain NP4 based FortiGates that use NP4 based interfaces with VLAN's and are running 5.0.5 FortiOS or FortiOSCarrier.

Affected Products:

FortiGate-5001A with RTM-XD2 or AMC-XD4 modules, FortiGate-3810A with AMC-XD4 module, FortiGate-5001B, FortiGate-5001C, *or* FortiSwitch-5203B.

In order to verify if you are running an affected version of software, check the first line of the "get system status" CLI command. It contains the date of the build, **131031**, images running this date may be affected. See output below.

```
FG3K8A3408600325# get system status
Version: FortiGate-3810A v5.0,buid0252,131031 (GA Patch 5)
Virus-DB: 16.00560(2012-10-19 08:31)
Extended DB: 1.00000(2012-10-17 15:46)
IPS-DB: 4.00345(2013-05-23 00:39)
IPS-ETDB: 0.00000(2000-00-00 00:00)
Serial-Number: FG3K8A3408600325
Botnet DB: 1.00000(2012-05-28 22:51)
BIOS version: 04000012
Log hard disk: Available
Hostname: FG3K8A3408600325
Operation Mode: NAT
Current virtual domain: root
Max number of virtual domains: 10
Virtual domains status: 4 in NAT mode, 0 in TP mode
```

```
Virtual domain configuration: enable
FIPS-CC mode: disable
Current HA mode: standalone
Branch point: 252
Release Version Information: GA Patch 5
System time: Tue Nov 12 12:08:22 2013
```

Affected OS:

FortiOS & FortiOSCarrier 5.0.5

Resolution:

Fortinet re-releases a patched version of FortiOS 5.0.5 for these models by November 22, 2013. In order to verify you are running a patched version, check the first line of the "get system status" CLI command. It contains the date of the build, **131112**. See output below:

```
FG3K8A3408600325# get system status
Version: FortiGate-3810A v5.0,build0252,131112 (GA)
Virus-DB: 16.00560(2012-10-19 08:31)
Extended DB: 1.00000(2012-10-17 15:46)
IPS-DB: 4.00345(2013-05-23 00:39)
IPS-ETDB: 0.00000(2000-00-00 00:00)
Serial-Number: FG3K8A3408600325
Botnet DB: 1.00000(2012-05-28 22:51)
BIOS version: 04000012
Log hard disk: Available
Hostname: FG3K8A3408600325
Operation Mode: NAT
Current virtual domain: root
Max number of virtual domains: 10
Virtual domains status: 4 in NAT mode, 0 in TP mode
Virtual domain configuration: enable
FIPS-CC mode: disable
Current HA mode: standalone
Branch point: 252
Release Version Information: GA Patch 5
System time: Tue Nov 12 12:08:22 2013
```

Technical Support Contact Information: http://www.fortinet.com/support/contact_support.html
Fortinet technical support home page: <https://support.fortinet.com>

All rights reserved. Fortinet®, FortiGate®, and FortiGuard®, are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Statements contained herein were attained in internal lab tests under ideal conditions, and performance may vary; network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all representations and warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with an express representation or warranty included therein. All Fortinet end-customers are bound by the terms of Fortinet's current End User License Agreement. The information in this Customer Support Bulletin is provided for remedial purposes and is designed to assist customers in corrective action that may be helpful to the customer.